

June 22, 2004

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street-SW  
Room TW-B204  
Washington, D.C. 20554

RECEIVED & INSPECTED

JUN 23 2004

FCC - MAIL ROOM

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RE: Sorenson Media/Video Relay Service Annual Complaint Summary  
Telecommunications Relay Service  
CC Docket No. 98-67

Dear Secretary,

Sorenson Media respectfully submits an original and four copies of the Sorenson VRS complaint summary report as mandated by the Federal Communications Commission. As fulfillment of the instruction in 47 C.F.R. § 64.604 (c)(1)(ii) the summary report contains the number of complaints received in the 12-month period ending May 31.

Attached is the Summary of Complaints for the period of June 1, 2003- May 31, 2004. Sorenson Media processed a total of 576,951 video relay calls during this period. Sorenson Media received a total of 135 complaints, which represent approximately .023% of the total video relay calls processed. All complaints were resolved.

Sorenson Media categorizes each of the VRS complaint into 14 categories. They are as follows:

1	Hold Times
2	Did not follow callers request
3	VI Signing/Fingerspelling was not clear
4	VI Disconnected Caller
5	Affect/Intent Not Described
6	VI Was Rude
7	VI Dress inappropriate
8	Didn't Keep caller Informed
9	Poor Voice Tone/Quality
10	VCO Procedures Not Followed
11	Background Noise Not Conveyed
12	Visible and Audible noise in Center
13	VI receptive skills inadequate
14	Other Service Type:


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List A B C D E

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Sorenson Media maintains complete logs of all complaints received as fulfillment of the instruction in 47 C.F.R. § 64.604 (c)(1)(i.). Each complaint received is assigned a compliant type, an identification number, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. The summary report is based off of the complete log, which is on file at Sorenson Media and available upon request from the FCC.

Thank you for the opportunity to forward this summary of consumer feedback to you, and we hope you find it beneficial.

Sincerely,



Pat Nola

COO

Sorenson Media

## Sorenson VRS Complaint Summary Sheet for 2004, June 1, 2003-May 31, 2004

		2003 2003 2003 2003 2003 2003 2003 2004 2004 2004 2004 2004													
Complaint Type	VRS Complaints	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total	% of All Complaints
1	Hold Times		1	1	1	1	2	2	7	9	16	7	7	54	40%
2	Did not follow callers request		1	1		1	1	1	2	3	1	4	6	21	16%
3	VI Signing/Fingerspelling was not clear									1	5			6	4%
4	VI Disconnected Caller						1	1	2					4	3%
5	Affect/Intent Not Described								1		1			2	1%
6	VI Was Rude					3	2	4	2	1	2		1	15	11%
7	VI Dress inappropriate			1										1	1%
8	Didn't Keep caller Informed						1		2					3	2%
9	Poor Voice Tone/Quality											1		1	1%
10	VCO Procedures Not Followed													0	0%
11	Background Noise Not Conveyed													0	0%
12	Visible and Audible noise in Center					1							1	2	1%
13	VI receptive skills inadequate		1									1	1	3	2%
14	Other Service Type:					1	1	1	2	6	6	5	1	23	17%
Total		0	3	3	1	7	8	9	18	20	31	18	17	135	

As a courtesy, Sorenson Media is submitting per advice from legal council, the 2003/2004 hold times/speed of answer tally. VRS is non-mandatory and speed of answer is currently under waiver.